

# **RUTHERFORD COUNTY, TENNESSEE**

## **CLASSIFICATION SPECIFICATION**

**CLASSIFICATION TITLE:** **IT COMMUNICATIONS  
COORDINATOR**

**FLSA STATUS:** **EXEMPT**

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### **PURPOSE OF CLASSIFICATION**

The purpose of this classification is to perform technical and creative work involving installation, maintenance, troubleshooting, and repair of video and computer hardware, peripherals, and related components along with producing video content for the County's Government Access Channel, providing consultation and assistance to County Departments on various device technologies including mobile device strategy and implementation. Duties and responsibilities include coordinating installation, maintenance, repair, and troubleshooting projects, operating various computer systems, producing video content, installing, managing and maintaining mobile device security software, training personnel how to use the wireless devices and performing other duties as assigned. Reports to Communications Manager.

### **ESSENTIAL FUNCTIONS**

**The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.**

Consults with County Departments on Mobile device strategy and implementation

Manages Mobile Device Management security software. This includes installation and administrative roles.

Designs implementation of Mobile/Wireless technology to facilitate specific solutions needed.

Works with Wireless carriers in troubleshooting and project planning

Administers routine maintenance of County wireless devices. This includes making warranty claims, ordering new devices/accessories/service, troubleshooting employee issues, resetting voicemail passwords.

Trains users in use of wireless devices.

Uses advanced knowledge of video/audio editing/production software to produce and edit media for broadcast and online distribution. This includes Final Cut Pro/Adobe Premiere Pro/Adobe Photoshop/DAW software.

Coordinates video equipment installation, maintenance, repair and troubleshooting projects.

Assists personnel in effective use of current and future use of communication related equipment.

Conducts production of County programming utilizing digital video technology and equipment.

Assists with all areas of video technology utilized within the county to include video surveillance, video conferencing, and QOS for video data.

Maintains programming logs as required by the Federal Communications Commission.

Controls audio equipment in order to regulate the volume and sound quality during television broadcasts; monitors

## **Rutherford County, Tennessee • Video Technician I**

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strength, clarity, and reliability of incoming and outgoing signals; adjusts equipment as necessary to maintain quality broadcasts; regulates the fidelity, brightness, and contrast of video transmissions, using video console control panels.

Observes, monitors, and converses with station personnel in order to determine audio and video levels and to ascertain that programs are airing; previews scheduled programs to ensure that signals are functioning and programs are ready for transmission.

Selects sources from which programming will be received, or through which programming will be transmitted.

Reports equipment problems, and ensures that repairs are made; makes emergency repairs to equipment when necessary and possible.

Records sound onto tape or film for television; checks quality and makes adjustments where necessary.

Operates various video, lighting, and computer systems, peripheral equipment, and related tools such as personal computers, monitors, diagnostic instruments, and hand tools; enters commands into computer system to start computer operations, correct errors, operate peripheral equipment, and perform related functions; enters, retrieves, reviews or modifies data in computer programs or operating systems.

Installs and sets up video, lighting, and digital video computer equipment for various video productions.

Monitors working conditions of equipment and performs general/preventive maintenance tasks.

Diagnoses, analyzes and works to resolve/repair problems involving video and computer hardware, software, peripherals; conducts network analysis to prevent problems; tests equipment and identifies data errors, line failures, and equipment malfunctions; initiates appropriate action to correct errors, recover data, and obtain maintenance.

Communicates with hardware/software service representatives and technical support representatives; provides information concerning operational and/or mechanical problems as appropriate.

Serves as project manager for development and implementation of special projects as assigned.

Monitors inventory of video and computer equipment, parts, tools and supplies; initiates requests for new or replacement materials.

Assists with selection and purchase of video and computer hardware and software; tests, evaluates, and recommends hardware/software for purchase by County; provides budgetary input.

Maintains logs/documentation of work activities, computer operations, system modifications, maintenance activities, installations, and other activities; documents status of repairs.

Prepares or completes various forms, reports, correspondence, lists, system records, inventory records, or other documents.

Receives various forms, reports, correspondence, work orders, system backup logs, network system reports, diagnostic reports of system devices, electronic circuit diagrams, layouts/drawings, technical support documentation, specifications, manuals, reference materials, product guides, directories, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Makes site visits to various County departments/locations to implement video productions.

Communicates with supervisor, employees, other departments, system users, vendors, service representatives, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Maintains an awareness of new technologies, programs, equipment, trends, and advances in the profession; reads professional manuals and publications to increase knowledge of video and computer operations; reviews technical manuals, documentation, and publications; attends workshops, conferences, and training sessions as appropriate.

Completes work at assigned workstation that is determined by the supervisor.

Must work hours as scheduled.

## **ADDITIONAL FUNCTIONS**

Operates a motor vehicle to conduct site visits or other work activities.

Performs other related duties as required.

## **MINIMUM QUALIFICATIONS**

Vocational/Technical degree with training emphasis in Information Systems, Computer Operations, Networking Systems, or a related field; supplemented by three (3) years previous experience and/or training that includes computer operations/maintenance, software applications, PC troubleshooting, and network systems administration; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. CompTIA Mobility + Certification preferred. Must possess and maintain a valid Tennessee driver's license. Special assignments may require a background check and fingerprinting.

## **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

**Human Interaction:** Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate and control the actions of equipment, machinery, tools and/or materials requiring complex and rapid adjustments.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations involving basic algebraic principles and formulas, and basic geometric principles and calculations.

**Functional Reasoning:** Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

## ADA COMPLIANCE/ PHYSICAL DEMANDS ANALYSIS

**Physical Ability:** Tasks require the regular and sustained performance of moderately physically demanding work, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and that generally involves lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds).

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Performance of essential functions may require exposure to adverse environmental conditions, such as dust, machinery, bright/dim light, or electric currents.

### PHYSICAL DEMANDS ANALYSIS

#### 1. STANDING AND WALKING

**Tasks:** Filming, Carrying equipment

**Surface:** All surfaces

**Estimated Total Hours:** 2 **Maximum Continuous Time:** 2

#### 2. SITTING

**Tasks:** editing video, managing the channel, BES work

**Estimated Total Hours:** 5.5 **Maximum Continuous Time:** 3

#### 3. LIFTING/CARRYING

**Objects:** cases of equipment, tripod, cameras

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs		X			
11-25 lbs			X		
26-50 lbs			X		
51-75 lbs				X	
76-100 lbs				X	
>100 lbs				X	

#### 4. PUSHING/PULLING

**Objects:** Wheeled cases

**Height of hands above floor during push:** 3 feet

#### 5. BENDING/SQUATTING/KNEELING

**Tasks:** cornering cables

**Frequency:** weekly

#### 6. REACHING

**Tasks:** installing

**Hands Used:** RIGHT LEFT BOTH X

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"	Up/out	Rarely	Short	<10lbs
21-36"				

**7. WORK CONDITIONS**

Exposure to	Yes	No
Hot Temperatures		X
Cold Temperatures		X
Sudden Changes in Temperature		X
Noise	X	
Fumes		X
Cramped Quarters	X	
Cold Surfaces		X
Hot Surfaces		X
Sharp Edges		X
Vibration		X
Fluorescent Lighting	X	
Computer Monitor Screen Glare	X	

Inside Building	80 % of time
Outside	20 % of time

**8. OTHER JOB DEMANDS**

Does Job Require	Yes	No
Crawling	X	
Jumping		X
Lying on Back		X
Lying on Stomach		X
Twisting		X
Sweeping/Mopping		X
General Cleaning		X
Handling Trash		X

**9. LIST TOOLS, EQUIPMENT AND MATERIALS USED**

Cameras, computers, cables

**10. HAND USE**

Type of Use	Yes	No	Frequency
Keystrokes	X		Very often
Grasp	X		Often
Fine Motor i.e: writing, twisting hands or wrist, etc		X	

**Exemption Status Test (Computer Professional Employee)**

~ The following questions to determine whether you've misclassified a worker as an exempt computer professional:

1. Is the employee paid at least \$455 per week on a salary or fee basis or, if paid hourly, at a rate of not less than \$27.63 per hour?

Yes

2. Regularly receives a predetermined amount constituting all or part of the employee's salary, which is not subject to reduction because of variations in quality or quantity of work performed.

Yes

3. Is the employee's primary duty:

- Application of system analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications; or
- Design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications; or
- Design, testing, documentation, creation or modification of computer programs related to machine operating systems; or
- A combination of the aforementioned duties requiring the same level of skills?

Yes

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Rutherford County, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

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Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date